

**GOVERNMENT OF ANDHRA PRADESH
ABSTRACT**

Andhra Pradesh Reorganisation Act, 2014 – Preparatory Works for Establishment of the Government of Telangana and Government of Andhra Pradesh on the Appointed Day, June 2nd, 2014 – Operational Guidelines for **Digitization of Files** – Assignment of Small and Medium Enterprises at Contracted Rates – Certain Guidelines to Departments/Heads of Departments/ Corporations/ Societies – Orders – Issued.

GENERAL ADMINISTRATION (SR) DEPARTMENT

G.O.Ms.No. 110

Dated: 09-04-2014

Read the following: -

1. The Gazette Notification of Govt. of India No 6 dated 01-03-2014
2. The Gazette of India No 560 dated March 04th, 2014
3. Minutes of the Meeting held by Chief Secretary with Secretaries of all departments on AP Reorganisation Bill, 2014 Dated, 25.02.2014
4. Circular Memo No.7164/SR/A1/2014, Genl. Admn. (SR) Deptt., Dated 12-3-2014.
5. C.No:5/AP- Reorganisation/ITE&C/Portal/2014, Dt. 24-03-14.
6. Memo.No.5/ITE&C/Portal/2014, Dated 29-3-2014 of Chief Secretary to Govt.
7. Minutes of the Meeting(s) held on Dt:29-3-2014 by the Committee.

ORDER:

In the reference first read above, the Government of India has notified the Andhra Pradesh Reorganisation Act 2014 (Act 6 of 2014), upon receiving the President of India's assent. In the reference 2nd read above, the Government of India has notified June 02nd, 2014, as the Appointed Day, in exercise of the powers conferred by clause (a) of section 2 of the Andhra Pradesh Reorganisation Act, 2014 (6 of 2014).

2. In the above background, the Chief Secretary had a meeting with all Special Chief Secretaries / Principal Secretaries / Secretaries to the Government of Andhra Pradesh regarding the various preparatory works to be completed by May 31st, 2014 and issued certain instructions, including formation of Apex Committee and Sectoral /Subject Committees.

3. As per the directions in reference 4th read above and instructions thereafter, the Information Technology, Electronics and Communications Department was mandated to organize the scanning and digitization of files of all the Secretariat Departments and Heads of Departments upon circulation of file for adoptions of existing rate contract in view of emergency and time limitations, the Chief Secretary, Government of Andhra Pradesh has ordered for constitution of a Committee for finalization of Vendors, Procedures, Rates, schedules and all matter connected there with. Accordingly vide reference 5th read above, a Committee was constituted and a Government Memo. was issued constituting the Committee under the Chairmanship of the Special Chief Secretary, Planning Department.

4. The Committee has agreed to the negotiated rate for Scanning of A4/Legal Size papers and other size of papers by Small and Medium Enterprises and the rates for metadata entry.

5. The Committee examined the infrastructure capability of all the vendors such as availability of Scanners, Desktops & Manpower and decided to allot the Secretariat Departments & Heads of Departments to the finalized Small and Medium Enterprises for undertaking the Scanning & Digitization work.

6. The Committee decided that the budget required for the Scanning & Digitization process shall be placed at the disposal of Information Technology, Electronics and Communications Department by **Finance** Department, for which separate order will be issued as per the procedure.

(P.T.O.)

7. Since this work is going to be voluminous and to be carried out simultaneously at multiple locations, the Committee has defined the roles and responsibilities of all the agencies involved.

8. After careful examination of all the issues, the Government hereby fixes the rates for scanning and digitization as enclosed in Annexure I. The Committee allotted Departments to different Small and Medium Enterprises (Empanelled Vendors) as enclosed in Annexure II. The detailed guidelines for digitization of files, roles and responsibilities of Departments/Nodal officers, Information Technology, Electronics and Communications Department and Vendors, including security measures to be taken are enclosed as Annexure III to V.

6. A copy of the G.O is available at <http://ap.gov.in/goir>.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**DR P.K.MOHANTY,
CHIEF SECRETARY TO GOVERNMENT**

To

All the Spl. Chief Secretaries/Prl. Secretaries/Secretaries/Heads of Departments, AP. Secretariat, Hyderabad

Copy to:

The Secretary-ITE&C Dept with a request to take necessary action immediately

The Private Secretary to Chief Secretary

The 10 Small and Medium Enterprises

//FORWARDED BY ORDER//

SECTION OFFICER

Annexure - I to G.O.Ms.No. 110 , General Administration (SR) Department
Dt.9.4.2014

Rates for Scanning & Digitizing the Files/Records including Meta Data entry

S.No.	Paper Size	Unit Rate per page (in Rs.)	S.T @ 12.36% (in Rs.)	Total Price (in Rs.)
<i>Loose & Stapled Papers</i>				
1	A0 Size	0.88	0.11	0.99
2	A1 Size	0.86	0.11	0.97
3	A2 Size	0.84	0.10	0.94
4	A3 Size	0.84	0.10	0.94
5	A4/ Legal Size	0.55	0.067	0.62
<i>Bound Books</i>				
1	A0 Size	0.91	0.11	1.02
2	A1 Size	0.88	0.11	0.99
3	A2 Size	0.86	0.11	0.97
4	A3 Size	0.86	0.11	0.97
5	A4/ Legal Size	0.75	0.09	0.84
<i>Meta Data Entry cost per field</i>		0.10	0.012	0.11

Note: Page means One Side of the Paper

Annexure – II to G.O.Ms.No. 110 , General Administration (SR) Department, Dt.9.4.2014

List of Small and Medium Enterprises allotted to Departments/Heads of Departments/Corporations with Technical Capability of each Small and Medium Enterprise

#	Agency Name & Contact details	Items & Quantity Available				Ready to start work in (days)	Departments Allocated
		Desktops / Laptops	Scanners	Printers	Man power		
1	Information Processing Systems Chandrasekhar Chanda, 9848023148	80	36	5	90	3 days	1. Agriculture, Agriculture Marketing and Cooperation Department 2. Women Development, Child Welfare & Disabled Welfare
2	BNR Udyog Ltd, Sandeep Rathi, 9949107107	40	30	Will be made available	65	2 days	1. Home Department. 2. Housing Department 3. Animal Husbandry and Fisheries Department
3	Multywave Technologies (P) Ltd C. Babu Reddy, 9849102984	25	18	2 (Printer cum Copier)	50	2 days	1. Energy Department 2. Health, Medical & Family Welfare Department 3. Higher Education Department
4	Thredz IT Pvt Ltd D Vinay, 9885044399	75	25	Will be made available	67	2 days	1. Irrigation Department 2. Planning Department 3. Minorities Welfare Department
5	Global Infovision Pvt Ltd A Srinivas, 9291370599	15	14	5	20	2 days	1. Labour, Employment Training and Factories Department 2. Social Welfare Department 3. Infrastructure and Investment Department 4. Backward Classes Welfare Department
6	Threshold Software Solutions P Ltd Bharath Kumar, 9908500117	15	15	15	38	2 days	1. Panchayat Raj and Rural Development Department 2. Public Enterprises Department
7	Saahi Systems Ltd, Shaik Nooriddin, 9866258780	10	5	2	16	3 days	1. Municipal Administration & Urban Development Department 2.Secondary School Education Department 3. Law Department
8	eGram IT Services P Ltd, P Srinivas Varma, 7702304567	15	10	Will be made available	25	2 days	1. Industries and Commerce Department 2.Information Technology, Electronics and Communications

							Department 3. Environment, Forests, Science and Technology Department
9	Object Technology Solutions India P Ltd, Kiran Kumar, 9573618181	15	9	Will be made available	35	2 days	1. Revenue Department 2. Youth Advancement, Tourism and Culture Department 3. Rain Shadow Areas Development Department
10	Srija Solutions P Ltd, Pratap Reddy, 9490105385	25	26	Will be made available	75	2 days	1. Finance Department 2. Finance Department (PMU Wing) 3. Finance (Works & Projects wing) Department 4. General Administration Department 5. Consumer Affairs Food & Civil Supplies Department 6. Transport Department

Role of the Department

1. Nominating a Nodal Officer for the project to coordinate with the Vendor. (Please refer ***Annexure IV for broad Responsibilities of the Nodal Officers***)
2. As per the Committee's directive Information Technology, Electronics and Communications Department, will enter into the agreement with the successful Bidder and allocate the Vendor to the Department. Information Technology, Electronics and Communications Department in consultation with the Department Nodal officer will issue a work order for the volume of the work of the specified Department. The volume of work is to be confirmed by the respective Department /Nodal officers.
3. Providing office space for the scanning work and provide the raw power and infrastructure (Table, Chair, etc.) at all the offices where scanning is to be performed to the Vendor.
4. The respective department shall make arrangements for entry of the operators into the designated Department premises
5. Physical security (e.g. Provide closed storage for files, etc.) of the documents while in possession of the Vendor.
6. The departments are required to configure their LANs so as to access the DMS server at APSDC with the help of Information Technology, Electronics and Communications Department,
7. The loading of the Scanned files is to be done on to the DMS Central Server/ As required by the concerned authorities who placed the order
8. Arranging the physical papers for scanning and obtaining the acknowledgment.
9. The files, records and registers which are to be scanned are valuable original documents, so the Vendor/Small and Medium Enterprise & the Nodal Officers appointed may be instructed to handle them with due care & diligence. De-stapling of the documents/ registers for scanning and re-stapling after scanning is also to be taken up shall be ensured by the nodal officers' of the departments. Handing over the deliverables and obtaining necessary certification and accountability for the same shall rest solely with the departments only.
10. Periodic monitoring the progress of the project by the Head of Department with Nodal Officer by maintaining Issue Registers as indicated in Annexure-IV.

ROLE OF INFORMATION TECHNOLOGY, ELECTRONICS AND COMMUNICATIONS DEPARTMENT

1. Information Technology, Electronics and Communications Department, shall function as a nodal agency for facilitating the Departments in the Digitization process.
2. Information Technology, Electronics and Communications Department shall enter into an agreement with all the empanelled vendors for this digitization work.

3. All the budget required for the digitization work shall be placed at the disposal of Information Technology, Electronics and Communications Department by the Government.
4. Information Technology, Electronics and Communications Department should certify the quantum of digitized records and release the payments to the vendors after verifying the total no. of documents Digitized and uploaded to DMS Server at APSDC.
5. Information Technology, Electronics and Communications Department will open a helpdesk for trouble shooting the department queries during the data scanning & upload process. A PMU will also be established for coordination of entire work till its completion.
6. **Protocol of Digitization** - ITE&C shall frame suitable guidelines and protocol describing the process of digitization and the roles and responsibilities of various agencies involved in the entire process. The entire scanned data will be uploaded to SDC and should be kept securely there without allowing any unauthorized access. Once the access rights are defined by the Government, access should be provided to respective officers using their login credentials.

Role of the Identified Vendor

1. Entering into the agreement with Information Technology, Electronics and Communications Department for the allocated Departments
2. To establish a digitization setup in the respective Department & its sub unit offices in parallel to undertake the on-site digitization. Based on the volume of the work, the Small and Medium Enterprise should scale up its deployed infrastructure so as to complete the work in the given timelines without compromising the quality of the work.
3. The Vendor has to start the setup of the Scanning & Digitization Infrastructure within 3 days' time at all allotted departments post issue of work order by Andhra Pradesh Technology Services.
4. It is the responsibility of the Vendor to establish a digitization setup (Machinery Desktops, Scanners and power extension cards etc. along with operators, toners for scanning and storage) in the respective Department for on-site digitization.
5. The DMS interface for digitization has been provided by Information Technology, Electronics and Communications Department / Andhra Pradesh Technology Services and all the data shall be stored in a Data Management System (DMS) at SDC and may be accessed as per requirements using the login name and passwords being provided to User Departments.
6. In case of break-down of machine, Supplier should replace the same as per agreed SLA with Andhra Pradesh Technology Services
7. The Vendors should necessarily check at-least 2-3 files each on the test server before logging to the production server. Logging to production server should only be undertaken under intimation & due approval from the concerned department.

8. The Vendor should maintain a log register for receiving the documents, scanning, uploading and return the same to the department. It should contain at-least following details:
 - a. Name of document collected
 - b. Number of pages in the document (A4/ Legal or any other size)
 - c. Collected from which Department & Name of the Official.
 - d. Collected by and signature (Vendor Representative)
 - e. Date of collection
 - f. Expected date of return
 - g. Returned to Department & Name of the Official with Signature
 - h. Returned by (Vendor Representative)
 - i. Actual Date of Return
9. After collection of the documents by the Vendor, it would be the responsibility of the Vendor to maintain and return the documents in their original form to the department concerned and acknowledge the same. Any damage to the documents is responsibility of the Vendor.
10. Collect the documents from the department with strict security and vigilance measures at the risk of the Vendor duly acknowledging the receipt of the documents and accountability for the same.
11. The files / documents will not be allowed to be removed from premises allocated to Vendor.
12. Under no circumstances shall the documents be changed, mutilated, destroyed or replaced by some other documents.
13. The records and registers which are to be scanned are valuable original documents, so they must be handled with care. De-stapling of the documents/ registers for scanning and re-stapling after scanning is also to be taken up by the Vendor. Cost of the image quoted includes the cost of the re-staple, uploading onto Server.
14. The Digitization service provider shall identify the process of scanning based on the type and condition of the document:
 - a. For document which are in good condition – ADF scanning to be adopted
 - b. For document which are old and may get damaged if ADF is used – Flat bed scanning to be adopted
 - c. For documents which are very old and fragile – Photographic scanning to be adopted
15. The Digitization service provider shall provide necessary security for the scanned PDF document such that no edit option is available.
16. Digitization shall be carried out at 200 dpi, B&W and saved in PDF format
17. The background of the scanned image should be white.
18. While scanning, adjustment of contrast, brightness etc. should be made so that all the content written on the original document will be captured.
19. Scanned Image should be neat and clean and does not have any spots and vendor shall use the scanner of the appropriate size of the document and quality.
20. Quality maintenance as per the samples submitted.
21. Preparation of checklist- procedure to be followed for Digitization is as follows:

- a. Indexing file should be prepared : Vendor should study from the departments which data they want to share and search indexes should be defined accordingly
 - b. Generation of check list
22. Scanning of the Input Documents
23. Indexing and storing of the documents.
24. Vendor has to upload the entire Department data onto the Central Server, SDC at Hyderabad only after Verification and Approval by the respective Nodal Officer
25. All the final deliverables will be accepted with proper labeling only & after due certification by the Department SPOC concerned.
26. Blind double data entry mechanism to minimize the QC time for the user department and to get the error free records. This is the Vendors responsibility.
27. Insuring all men, machines and material against all risks. The department shall not be responsible for any damage or loss of the Vendors' equipment.
28. To implement the project with his own men and material. Sub-Contracting is not allowed.
29. The vendor shall add/replace poor quality scanned images/documents on its own, for which it shall not be entitled to get any extra payment. It is the absolute responsibility of the vendor to ensure that the contents of the digitized documents shall be an exact replica of the original paper document maintained as part of the records in the books. This will be a mandatory condition for the vendor.
30. Standard data format: Excel format information has to be created by Vendor. These forms will be used by the Vendor for associating the scanned images and the required metadata fields with this form. These forms should contain the required metadata fields. It is essential to create this form so that proper standards are followed
31. Reporting the progress of the work on daily basis.
32. After Scanning of the Documents scanned with data along Meta data, the scanned images (PDF) should be updated in Central Server at SDC by the Vendor after Verification and Approval by the Department.
33. The Archived Data should be accessible any time from the Central Server by the Authorized Personnel.
34. Handing over the deliverables and obtaining necessary certification and approval for the same to the Department and Take the sign-off.
35. In case of any grievance/issues, the decision of this Committee shall be final and binding on all parties.

Responsibilities of the Department Nodal Officer

1. Nodal officer is requested to forward the details of the authorized department officials for whom the DMS access is to be given for uploading the scanned data to Information Technology, Electronics and Communications Department / Andhra Pradesh Technology Services
2. Nodal officer to ensure all the Systems used for scanning & digitization should be connected only through LAN with the help of Information Technology, Electronics and Communications Department in Secretariat. In case of Heads of Departments/Corporations shall make necessary arrangement on their own
3. Nodal officer to ensure the Network Bandwidth (max) is available to access the Production server with the help of Andhra Pradesh Technology Services and Information Technology, Electronics and Communications Department
4. Nodal officer to ensure that the IP address of 10.2.2.238:8080 (test server) to be accessible from the respective Dept. LAN's. The Production server IP address is 10.10.34.24 with the help of Information Technology, Electronics and Communications Department
5. Ensure Listing of ALL files (Current/Closed) by the concerned Wing/Unit Officer
6. To estimate the quantum of work i.e. the no. of files & no. of pages in each department and issue a work orders to the allocated Vendor/Small and Medium Enterprises under intimation to Information Technology, Electronics and Communications Department
7. Segregation of files that need not be Digitized from All the files above (Wing In-charges will identify the files that doesn't need digitization as per the Heads of Departments directive)
8. The Nodal Officer shall identify an ***Assistant*** from each Wing/Unit who is responsible for
 - a. Taking All the Files from the section and Handing over to the Service Provider
 - b. Collecting the files back after digitization from the service provider duly Verifying the Number of Current File pages and Note File pages as per the Register maintained with File details including Number of pages
 - c. The Assistant should maintain a Log Register containing at-least the following details:
 1. Name of File issued/collected& Name of the Official
 2. Number of pages in the File (A4/ Legal or any other size)
 3. Collected by and signature (Vendor Representative)
 4. Date of collection
 5. Returned to Department & Name of the Official with Signature
 6. Returned by (Vendor Representative)
 7. Actual Date of Return
 - d. Handover the original files in the concerned section

9. Verifying the scanned file by the concerned Wing/Unit officer/case worker of the files
 - a. The Wing/Unit officer/case worker of the files will access the digitized records/files from SDC using the Authorized ID and Password provided
 - b. Verify the content, clarity, number of pages etc. against the Original Manual file
 - c. Report any discrepancy w.r.t the original file
10. **Quality Testing:** Quality control checks and approving the scanned images for quality control.

The work group shall conduct QC during Project implementation and send status report on the project progress to Department Nodal Officer
11. Ensuring the uploading of the data by the Vendor on a daily basis and reviewing the count of number of files/pages uploaded.
12. Receiving the deliverables submitted by the Vendor and Verifying and Approval of the same.
13. Nodal officer to consolidate all Exceptions of his Department files and share the same with the Service Provider to rescan/correct the discrepancy.
14. Nodal officer to present the Dash Board to the HOD on Files Digitization with
 - a. Number of Existing Files
 - b. Number of Closed Files
 - c. Number of Digitized Files
 - d. Number of files not digitized

Security Measures

Implement Strong Access Control Measures

- Restrict the physical access to the allotted scanning & digitization area to the authorized personnel only.
- The Security measures to be installed at Department employees' systems to prevent data vandalism or theft. Identify and authenticate access to system components
- To ensure that the data is secure, all output devices Including USB, Optical Drive, e-mail and Internet to be disabled for vendors. For uploading data to the server the same shall be done over LAN or APSWAN
- To ensure that minimum-strength standards are enforced for user passwords, which are encrypted during transmission and storage
- Confidentiality agreements, service-level agreements & non-disclosure agreements are to be signed by the vendors before initiating the project

Ensure a Secure Network and Systems

- Ensure that firewall configuration is maintained to protect the data
- Disable internet access
- Do not use vendor supplied defaults for system passwords and other security parameters

Maintain a Vulnerability Management Program

- Protect all systems against malware and regularly update anti-virus software or programs
- Ensure secure systems and applications are maintained

Protect Data

- Proper authentication mechanism to access the Digitized data after uploading to SDC
- Suggested to encrypt the transmission of data across open and public networks
- Documents and datasets are backed up daily; all backups to be secured and should be restorable
- On successful completion of digitized data upload, Vendor has to purge departmental data permanently from their system